DWD Issuance 04-2009 Attachment 1, Section 1
CAP Immediate Engagement Process Guidelines

Family Support Division's Role

The Family Support Division (FSD) receives applications from individuals who apply for Temporary Assistance (TA). FSD conducts an application interview. TA applicants who are subject to Immediate Engagement (IE) are given the following Career Assistance Program (CAP) information at the application interview:

- An "Outstanding Verification" form (FA-325) which states the required verification of eligibility requirements including complying with Immediate Engagement within 10 calendar days of the TA application date.
- A "CAP Location Listing" which indicates the CAP service providers in the region and each provider's: location name, address, telephone number, and days and times a CAP case manager is available.
- A "CAP Location Listing" of all CAP service provider locations in the state, for applicants that choose to be served outside the region.

  (Note: The CAP service provider must notify Central Office CAP staff via email of any changes in the CAP service provider's location, address, telephone number, etc. for updating of the regional and state "CAP Location Listing".)
- An IE pamphlet that states the TA applicant's:
  - IE requirements;
  - CAP compliance requirements, program benefits, and required applicant appointment duration up to 1 hour; and
  - Requirement to contact the CAP case manager or FSD eligibility specialist if he/she is unable to travel to a CAP location or complete the telephone process for IE within the required timeframe.

FSD electronically refers all TA applicants who are mandatory and subject to work requirements, including both parents in a 2-parent household (unless one or both meets an exemption or exclusion). FSD does not refer TA applicants that meet an exemption, exclusion, are volunteers, or who have a pending assessment, or meets an extension and is not employment and training ready.

- Exemptions include:
  - Age 60 or over;
  - Single parent households with a child under 12 months;
  - Claiming or receiving permanent or total disability and have applied for, or are receiving, Old Age Survivor's and Disability Insurance (OASDI) benefits, Supplemental Security Income (SSI) benefits, Supplemental Security Disability

Income (SSDI) benefits, or are disabled as determined by the state Medical Review Team; or
    - Needed in the home to care for a disabled individual.

- Exclusions include:
    - 2-parent households and teen parents with a child under 12 weeks;
    - Pregnant in the third trimester;
    - Temporarily disabled; or
    - Victims of domestic violence.

- Volunteers include anyone who meets an exemption but chooses to participate with CAP.

- Individuals receiving extended TA benefits (over 60 months) due to a hardship and are not employment and training ready.

If the TA applicant does not comply within 10 calendar days, FSD sends a second "Outstanding Verification" form giving an additional 10 calendar days for IE compliance. This is the last correspondence sent to the applicant. If the applicant complies prior to the 30th day, FSD will process the application if all other eligibility factors are verified and met. For 2-parent households, the application is processed as soon as one parent complies. ("Processing applications" does not mean the TA application will be approved since the applicant is required to meet other criteria.) FAMIS automatically rejects the TA application on the 31st day if the IE compliance alert is not received (except in cases of good cause).

Career Assistance Program's Role

The Career Assistance Program (CAP) serves all TA applicants who are referred, and come in to comply or call to comply with Immediate Engagement (IE) at the CAP service provider of their choice. This includes serving referred applicants who meet an exemption, exclusion, or are volunteers. If a TA applicant meets an exemption, exclusion, or is a volunteer and:

- The applicant did not tell FSD of the situation, he/she was not referred in error.

- The TA applicant told FSD of the situation, all attempts to work this out locally should be pursued.
    - If the CAP service provider has questions on CAP policies, the CAP service provider should follow protocol in contacting Central Office CAP staff.
    - If local FSD has questions on their policies, they should follow the FSD protocol process in resolving the questions.
    - If there are applicant referral issues that can't be resolved locally after contacting the local FSD Eligibility Specialist, and FSD supervisor if not resolved with the Eligibility Specialist, follow communication protocols to contact Central Office CAP

staff via email. The email must contain specific situation including the name(s), DCN(s), and process used to attempt to resolve the situation locally.

The “actual” IE appointment should be completed within 30 minutes even though the FSD brochure states 1 hour. This extra time is stated in the brochure to ensure the TA applicant allows adequate time. If the applicant is unable to stay to complete the IE process, schedule a second appointment as soon as possible. All contacts and attempted contacts with TA applicants must be properly documented in case notes.

<u>IE Required Steps:</u>

1. Applicant completes “Complaint and Grievance” form.

2. Applicant completes the “TA Applicant Assessment” form which:
   - Requires work, school, transportation, childcare, and ability to participate in work activities to be completed.
   - States the required hours if he/she becomes a recipient.
   - Requires recipient’s signature.

3. Case manager accesses the Toolbox 2.0 record via Departmental Client Number (DCN) or social security number.

4. Case manager completes or verifies the MissouriCareerSource.com registration based on the recipient’s answers.

5. Case manager enters the “TA Applicant Assessment” information in the Toolbox 2.0 ‘Assessment’ tab per the “TA Applicant Assessment Instructions”.

6. Case manager enrolls the TA applicant as an “Actual TA Applicant” in Toolbox 2.0.

7. Case manager completes the four ‘CAP Appropriateness’ tabs for short and long-term occupation and educational goals based on the applicant’s answers.

8. Case manager verifies the “Complied with IE” alert “wrote” to the ‘Seeker Histories’ tab in Toolbox 2.0 after the tab is completed.

9. Case manager determines if applicant is participating in an allowable work activity or will participate in the work activity during the applicant phase. If the applicant is or will participate in an activity, enter the applicable Toolbox 2.0 service below:

   - *Objective:* Basic Education
     - *Service:* CAP AEL (core service for individuals up to the month he/she turns 19 and non-core service for all others)
     - *Service:* CAP High School (core service for individuals up to the month he/she turns 19 and non-core service for all others)
     - *Service:* CAP High School Equivalency (core service for individuals up to the month he/she turns 19 and non-core service for all others)

- *Objective:* Employment
    - *Service:* CAP Compensation in Lieu of Wages
    - *Service:* CAP Self-Employment
    - *Service:* CAP Subsidized Employment-Private (cannot be paid with TANF funds until recipient status)
    - *Service:* CAP Subsidized Employment-Public (cannot be paid with TANF funds until recipient status)
    - *Service:* CAP Unsubsidized Employment

- *Objective:* Employment-Related Education
    - *Service:* CAP Occupational/Vocational Education Training
    - *Service:* CAP On-the-Job Training (cannot be paid with TANF funds until recipient status)
    - *Service:* CAP Work Study

- *Objective:* Job Search Assistance
    - *Service:* CAP Job Readiness
    - *Service:* CAP Job Search Assistance

- *Objective:* Treatment
    - *Service:* CAP Job Readiness-MH
    - *Service:* CAP Job Readiness-PT
    - *Service:* CAP Job Readiness-SA

10. Case manager completes the Individual Employment Plan (IEP) in Toolbox 2.0 based on information from the applicant including:
    - Start date
    - O'Net code
    - Printing, signing, and dating
    - Providing a copy to the TA applicant and placing the signed original in the applicant's paper file

11. Case manager completes the recipient appointment on the "TA Applicant Assessment", provides a copy to the TA applicants, and places the original in the applicant's paper file

In the interest of placing our resources where they are needed most, no additional steps should be completed during the IE process. Use the additional time gained by shortening the IE process to work with those applicants who are approved and do return as participating recipients.

Telephone Immediate Engagement Process

In rare cases, and when there is no other option available, the TA applicant is allowed to complete the Immediate Engagement Process by telephone with the CAP case manager.

If the TA applicant is at the FSD office, the FSD eligibility specialist will assist him/her in making the call or provide the applicant with the CAP service provider's telephone number. **This telephone number must be answered Monday-Friday, 8:00 a.m. – 5:00 p.m.**, with the exception of state holidays, since the TA applicant may have limited access to a telephone and/or transportation.

The "Required IE Process" from above must be completed. The CAP case manager should sign the IEP at the time of the telephone enrollment. The original "TA Applicant Assessment", "Complaint and Grievance", and "IEP" forms are mailed to the TA applicant. The TA applicant should be instructed to sign and date the forms and return to the CAP Case manager using the self-addressed stamped envelope provided. Place a copy of the forms in the TA applicant's file with a note stating "Mailed on __(date)___ to TA applicant for signature". As a reminder, it is not appropriate to wait for the IEP to be returned to complete the "CAP Appropriateness" tabs since this may impact benefits. The CAP manager is required to set a deadline for return and follow up with individual if not received.

Transportation Related Expense (TRE)

A one-time $25 TRE can be paid if the applicant is approved for benefits (becomes a TA recipient); returns the required documentation showing actual hours of participation; and achieves the required core and non-core hours he/she is normally required to complete as a recipient. The applicant must also incur a cost and have a need as outlined in the "TRE" policy. In most cases, the participation hours for the recipient should be able to be determined at the applicant phase. However, if the correct participation hours could not be determined due to uncertainty of the household, federally funded childcare, etc; the TRE should be paid if the applicant met the calculated hours. It must be explained to all TA applicants that if he/she is not approved for benefits, TRE will not be paid.

The case manager records the actual hours within the applicable Toolbox 2.0 service that was recorded during the applicant phase.

Good Cause

In certain situations, the TA applicant may be granted "good cause" for non-compliance with Immediate Engagement. To qualify as a "good cause" reason, the circumstance must completely prevent the TA applicant from complying. Therefore, a TA applicant may claim "good cause" initially, but with assistance from the CAP case manager or the FSD eligibility specialist, the TA applicant may be able to comply with Immediate Engagement within the allowed 30 day time frame. The CAP case manager must work with the TA applicant to pursue every option available for compliance, prior to granting "good cause".

Good cause reasons:

1. Court required appearance or incarceration that prevents the TA applicant from complying with CAP for the entire 30 days. Proper documentation must be obtained from the applicant or from other sources (i.e. Case Net at http://www.mocourts.mo.gov/casenet/base/welcome.do).

2. Emergency family crisis which renders participation unreasonable. This crisis must prevent the TA applicant from complying with CAP for the entire 30 days. Examples include:

   - The applicant's home is destroyed by fire resulting in temporary living arrangements.
   - The applicant, applicant's child or other family member is seriously injured.
   - The applicant is a crime victim.

3. Breakdown in transportation arrangements with no readily accessible alternate means of transportation that prevents the TA applicant from complying with CAP for the entire 30 days. Criteria for this reason include but are not limited to:

   - The applicant has no mode of transportation to the CAP service provider location and cannot meet the case manager at another location; and
   - The case manager is unable to meet at the applicant's home due to safety or other reasons; or
     - The applicant does not want the case manager to come to the home (because of a domestic violence situation, etc).
   - The applicant has limited transportation that will not allow for a 1 hour meeting at any location and:
     - The case manager is unable to meet at the applicant's home due to safety or other reasons; or
     - The applicant does not want the case manager to come to the home (because of a domestic violence situation, etc).

4. Breakdown in child care arrangements, or availability of child care for special needs of the child which prevents the TA applicant from complying with CAP for the entire 30 days. Explore this "good cause" reason with the TA applicant to determine if child care is required in order to comply with Immediate Engagement. Examples of reasons for needing child care are:

   - Applicant is caring for an ill child and cannot find child care.
   - Applicant feels it is inappropriate or problematic to bring the child(ren) with him/her and is unable to find suitable child care.

(Note: TA applicants may bring their child(ren) with them when they visit a CAP subcontractor for the purposes of Immediate Engagement. This "good cause" reason may apply when the TA applicant feels that it is not appropriate or reasonable to bring their child(ren) when they receive services.)

5. Lack of identified social services necessary for participation. The circumstances requiring social services and efforts to obtain the services must be documented in the case record. This lack of services must prevent the TA applicant from complying with CAP for the entire 30 days. Examples include:

- Applicant cannot comply with CAP because of a drug and/or alcohol abuse problem for which they have not been able to obtain counseling.
- Applicant cannot comply with CAP because of medical and/or mental health issues for which they have not been able to receive medical attention.
- Applicant cannot comply with CAP because they do not have shelter and they have not been able to receive the necessary help to obtain shelter.

6. DWD is not able to provide services within 30 days. Examples include:

   - More TA applicants report for service than the CAP service provider is able to properly manage in a timely manner.
   - The CAP service provider's computers are down and they are unable to serve TA applicants.
   - The CAP service provider sustains a natural disaster or other event that precludes provision of services at the facility, and is therefore unable to serve TA applicants.
   - The CAP service provider staff is experiencing a health epidemic or other event that precludes provision of services, and is therefore unable to serve TA applicants.

Good Cause Process

If the TA applicant states he/she cannot comply with CAP for good cause during the application interview with FSD, FSD will assist the TA applicant in contacting the appropriate CAP service provider. This may be a telephone call to the CAP service provider while the applicant is still at the FSD office.

At any time during the Immediate Engagement Process time frame, but *after* the application date, the TA applicant may contact either the CAP service provider or the FSD eligibility specialist to claim "good cause." The agency contacted will be responsible for making the good cause determination for the applicant, and sending the appropriate alert to the other agency. Good cause determinations made by CAP will be reviewed by Central Office CAP staff on a regular basis.

When determining good cause:

- If the CAP case manager is available, the case manager will obtain the appropriate information from the TA applicant and determine if he/she meets one or more of the good cause criteria. This determination does not have to be made immediately; however, the determination should be made as soon as possible.
- If a CAP case manager is unavailable, a designated staff person at the CAP location will take a message for a CAP case manager. The CAP case manager will call the client back by close of business the following day. If it is determined that it is the last day for compliance, a decision will be made that day.

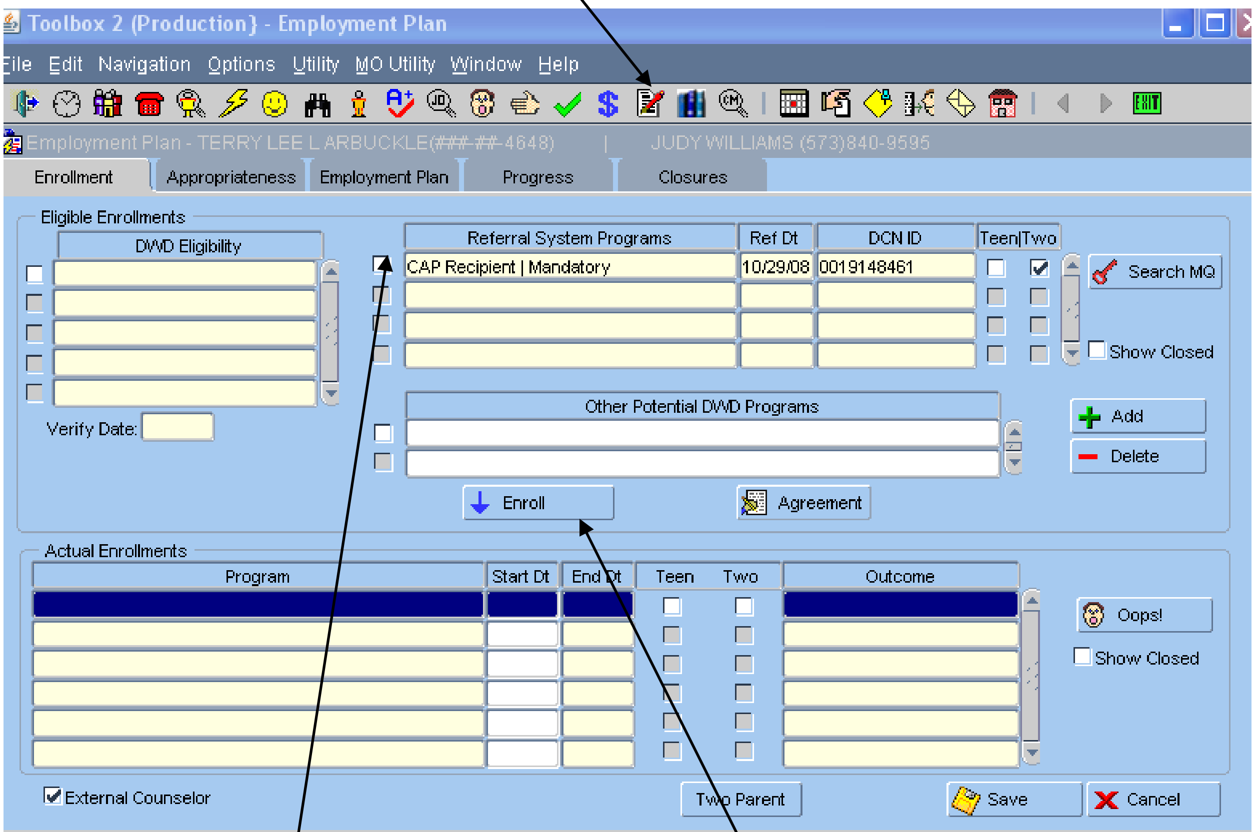
- If the CAP case manager or supervisor makes the determination that the TA applicant <u>meets the criteria</u> for good cause, he/she manually sends an electronic alert trigger through Toolbox 2.0 to FAMIS.

- If the CAP case manager or supervisor determines the TA applicant <u>does not meet the criteria</u> for good cause, the TA applicant continues with the Immediate Engagement process. The CAP case manager must enter specific case notes in the case record with the reason why good cause was not granted, and information about how the TA applicant plans to comply with Immediate Engagement.

- If the TA applicant and the CAP case manager disagree about meeting the criteria for good cause, the TA applicant must speak with the CAP supervisor who makes the final determination and follows the appropriate procedures.

Enrolling a CAP client:

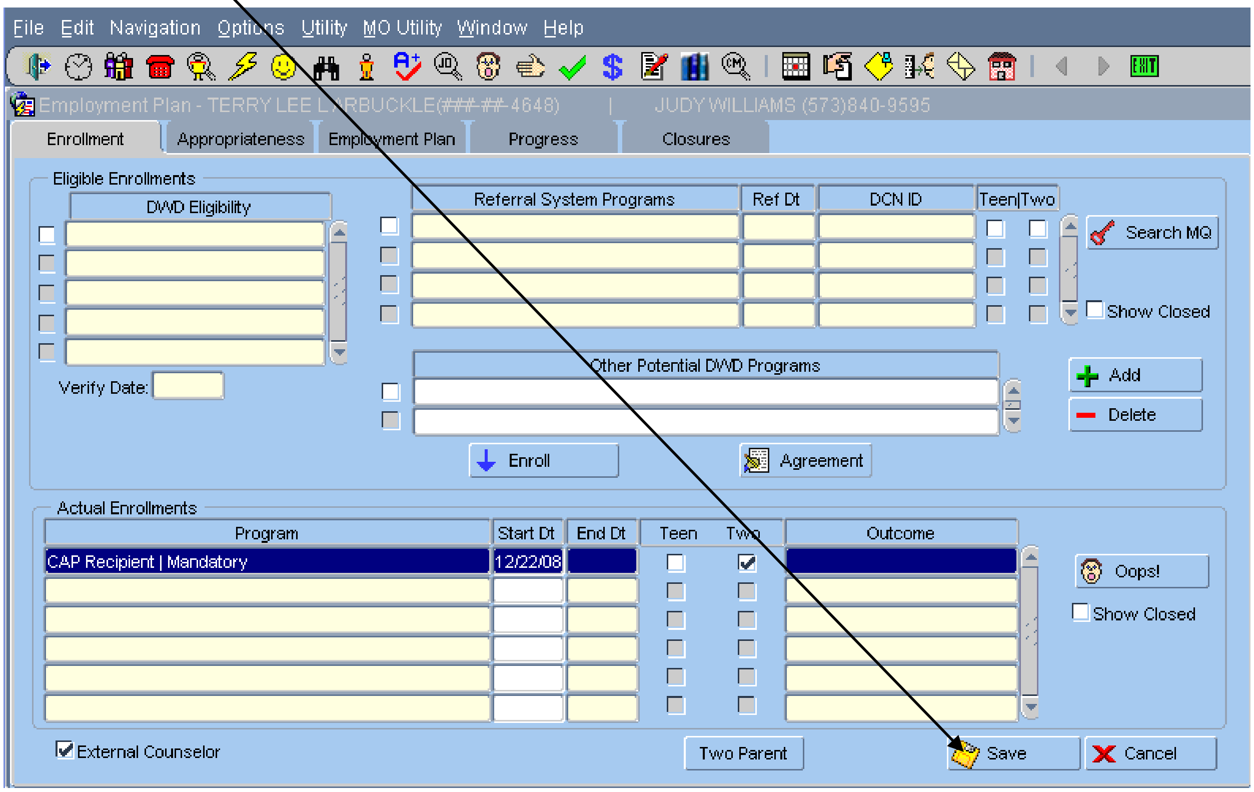
1. Click on the 'Employment Plan/Enrollment' icon,



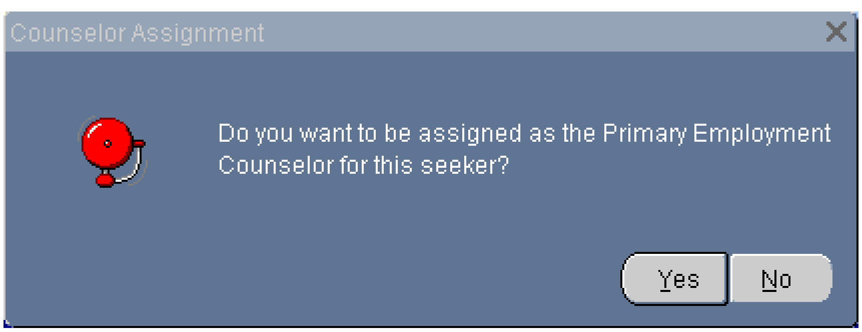
2. Click on the checkbox next to the appropriate referral.

3. Click on the 'Enroll' button.

4. Click on the ‘Save’ button.

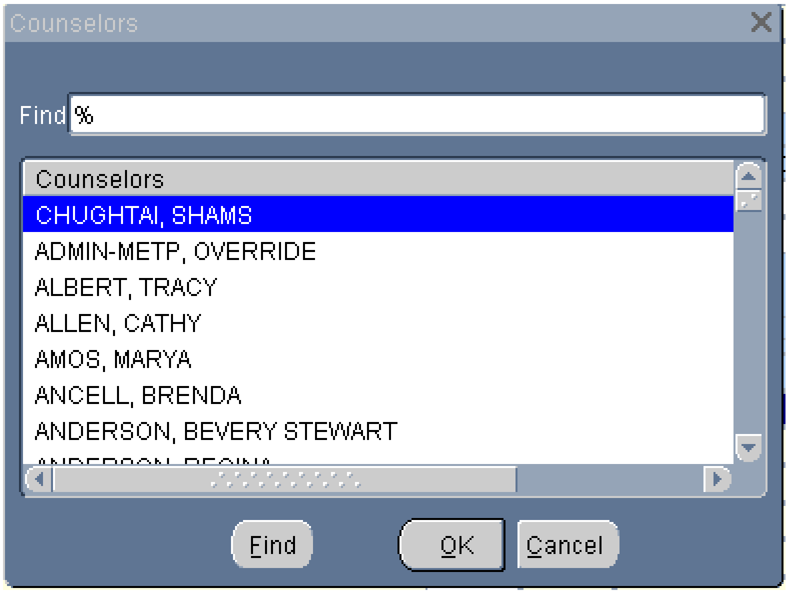


5. If no counselor is assigned to this record, a window will appear with the following question: “Do you want to be assigned as the Primary Employment Counselor for this seeker?” prior to Step #2 above.



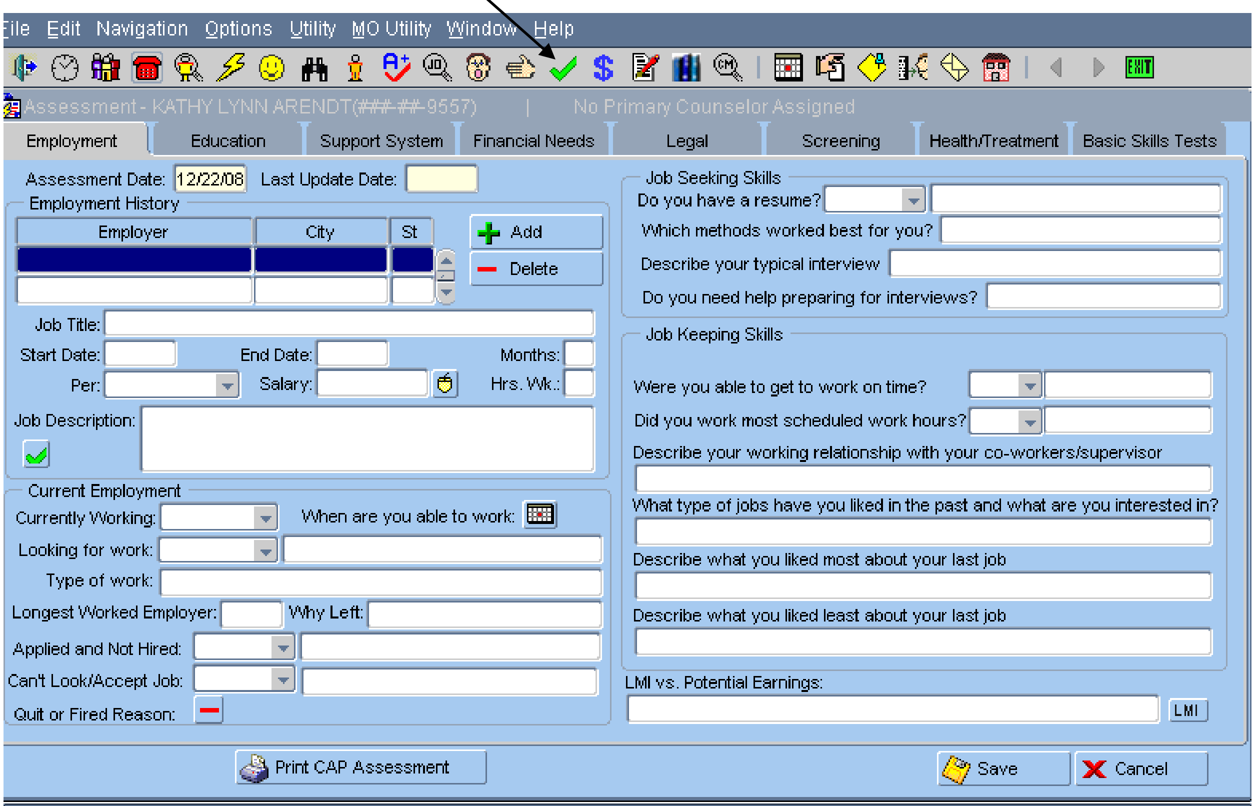
This question should be completed as follows:

- If you will be the primary counselor click ‘Yes’.
- If no counselor will be assigned, click the ‘X’ at the top right to Cancel.
- If someone else will be the primary counselor, click ‘No’ and select from the list of counselors.



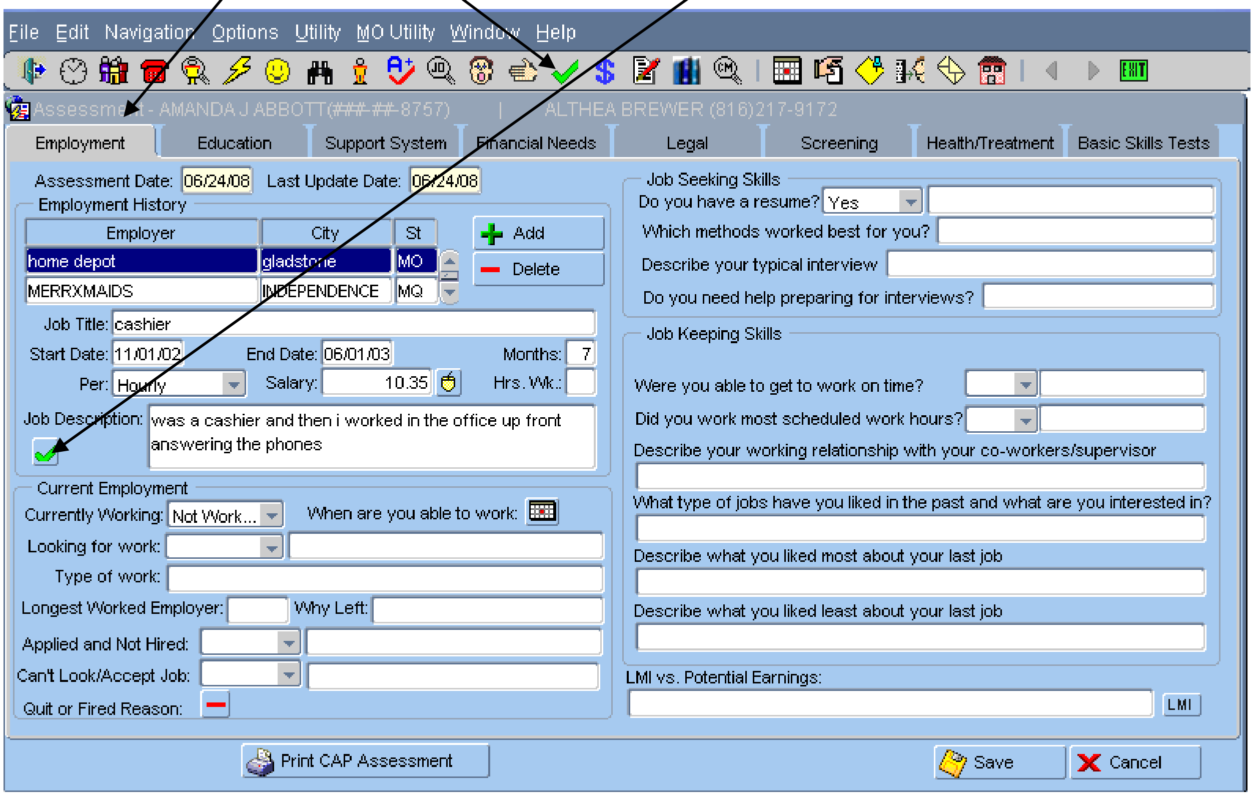
Completing the Assessment:

1. Access through the 'Assessment' icon and complete the appropriate tabs. This is not required to be printed during the applicant phase since only a very small portion is required to be completed.

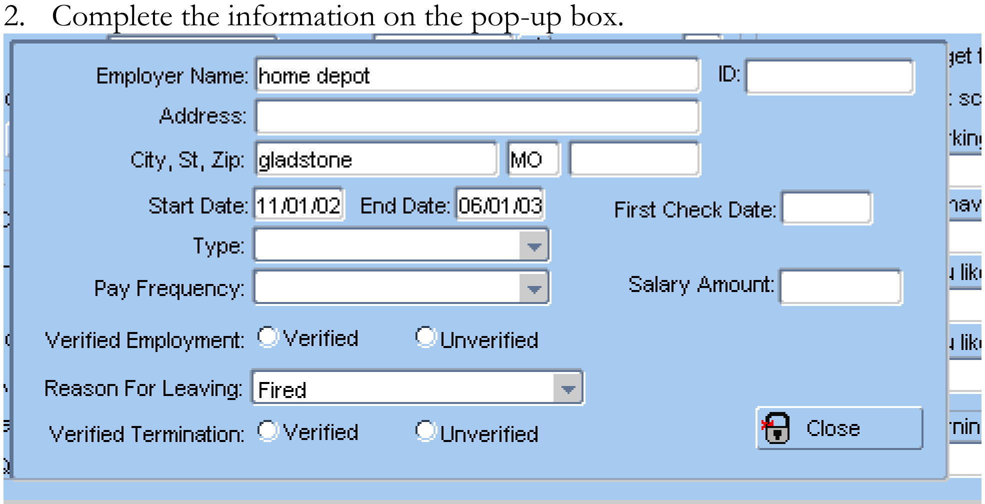


Entering a Work History

1. Click on the 'Assessment' icon, 'Employment' tab, and the "green check mark".

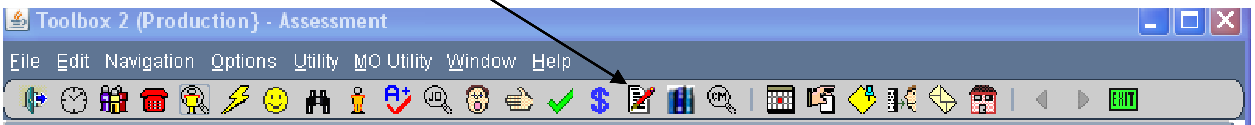


2. Complete the information on the pop-up box.

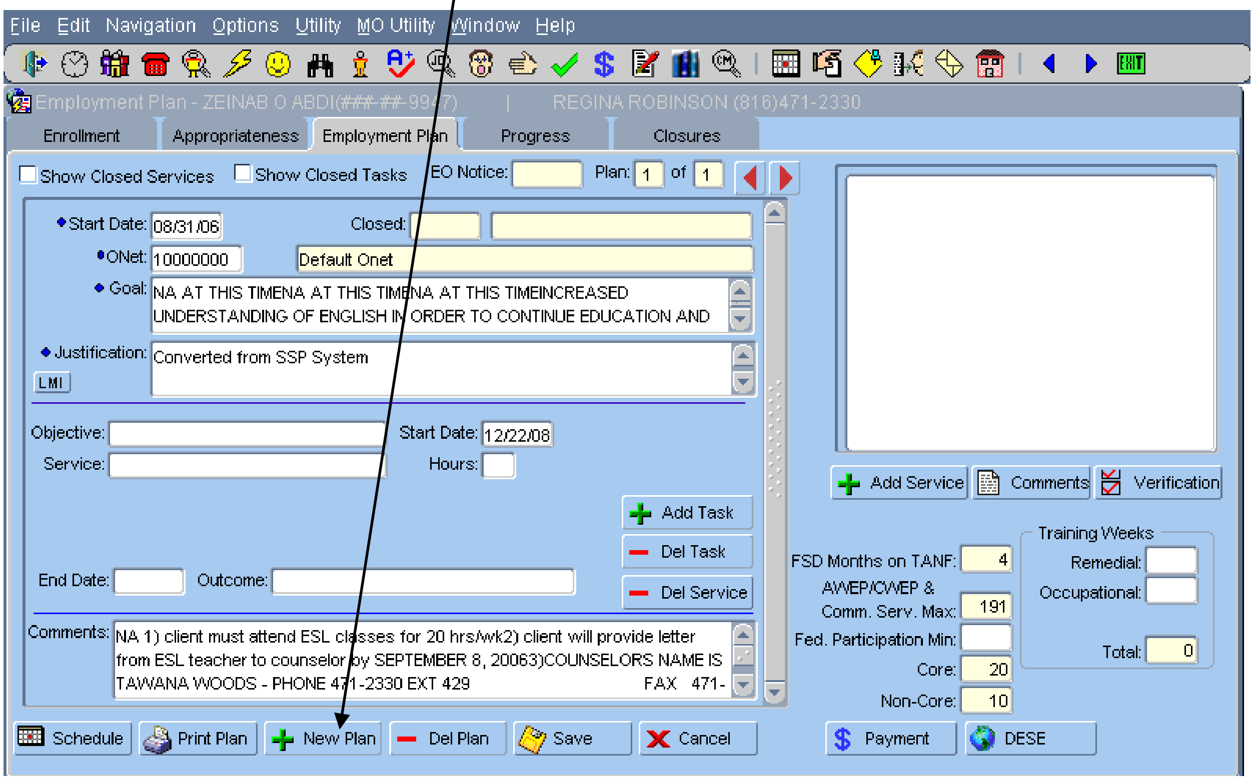


<u>Creating an Employment Plan:</u>

1. Click on the 'Employment Plan/Enrollment' icon.



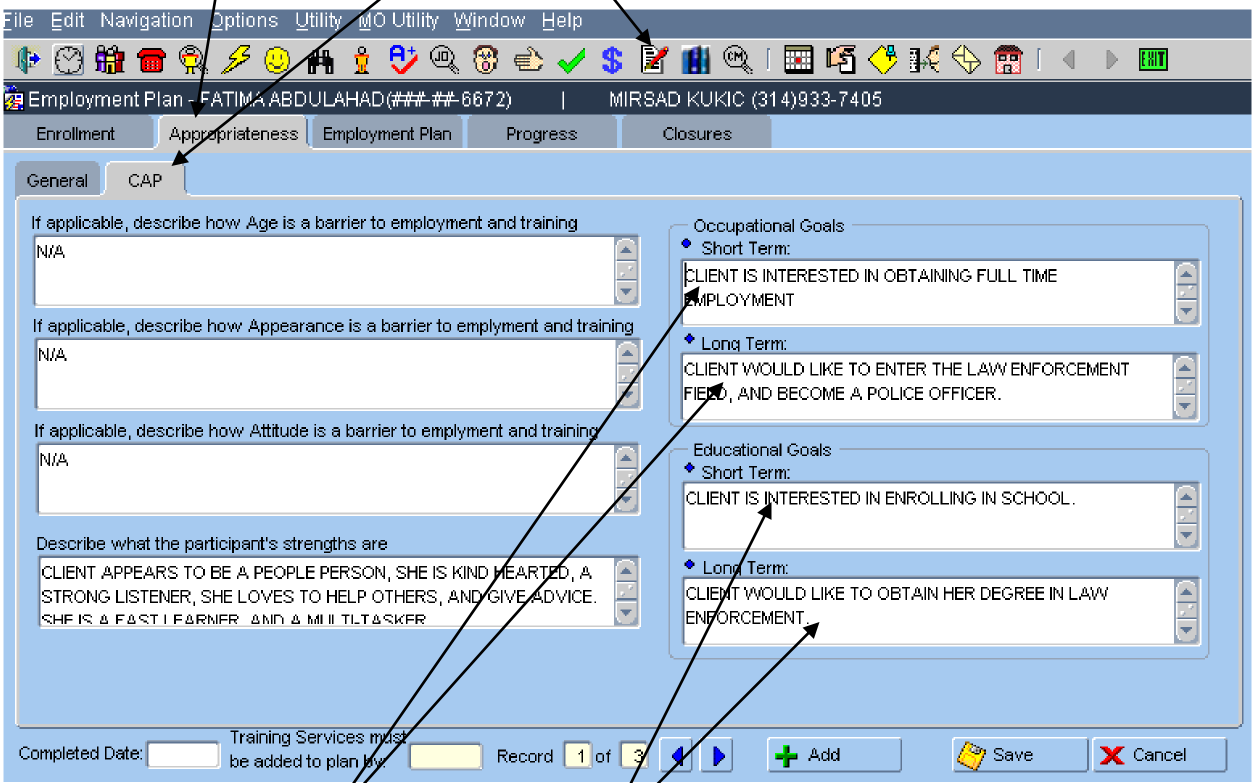
2. If necessary, click 'Add New Plan'; otherwise, type over the existing information.



3. Complete the following fields:
   - O*Net
   - Goal
   - Justification
   - Service information as necessary
   - Comments if applicable
4. Click on the 'Print Plan' button.
5. Review the plan with the client.
6. Have the client sign the plan, give him/her a copy, and place original in paper file.

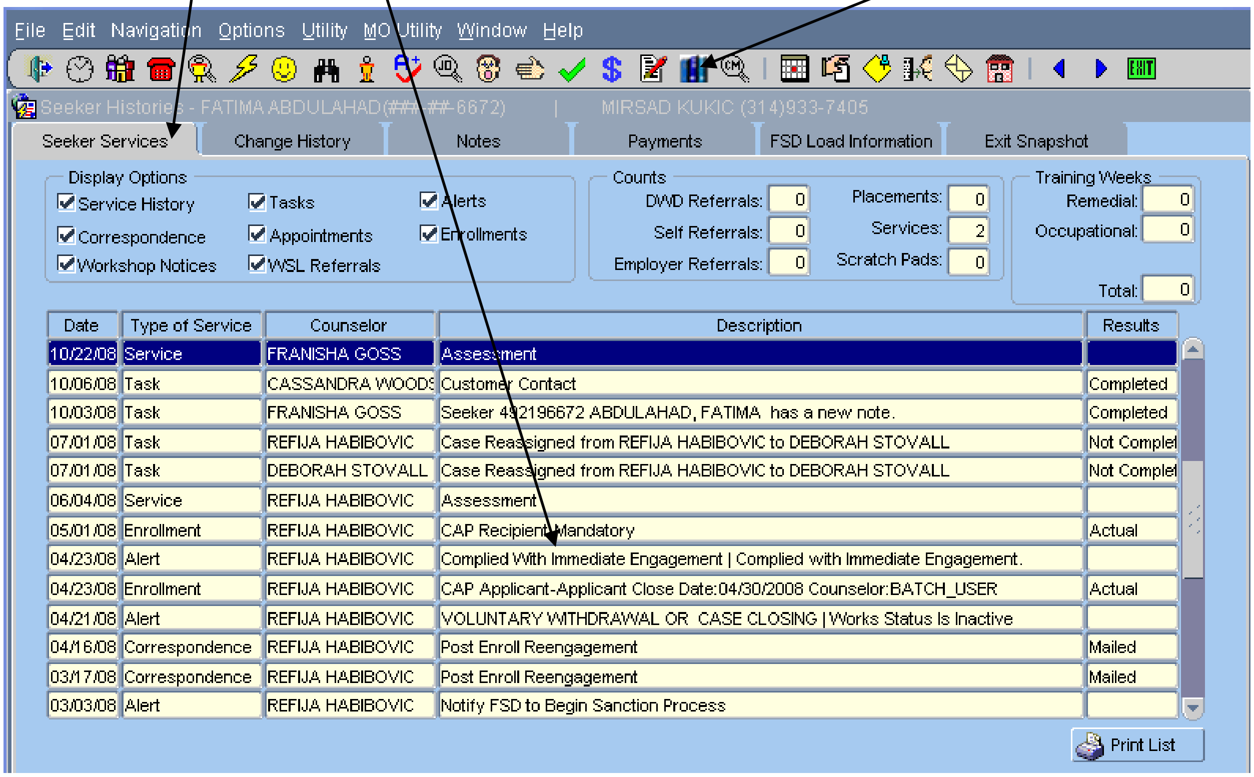
Completing CAP ‘Appropriateness’ tabs to Generate the IE alert:

1. Click on the ‘Employment Plan/Enrollment’ icon, ‘Appropriateness’ tab and ‘CAP’.



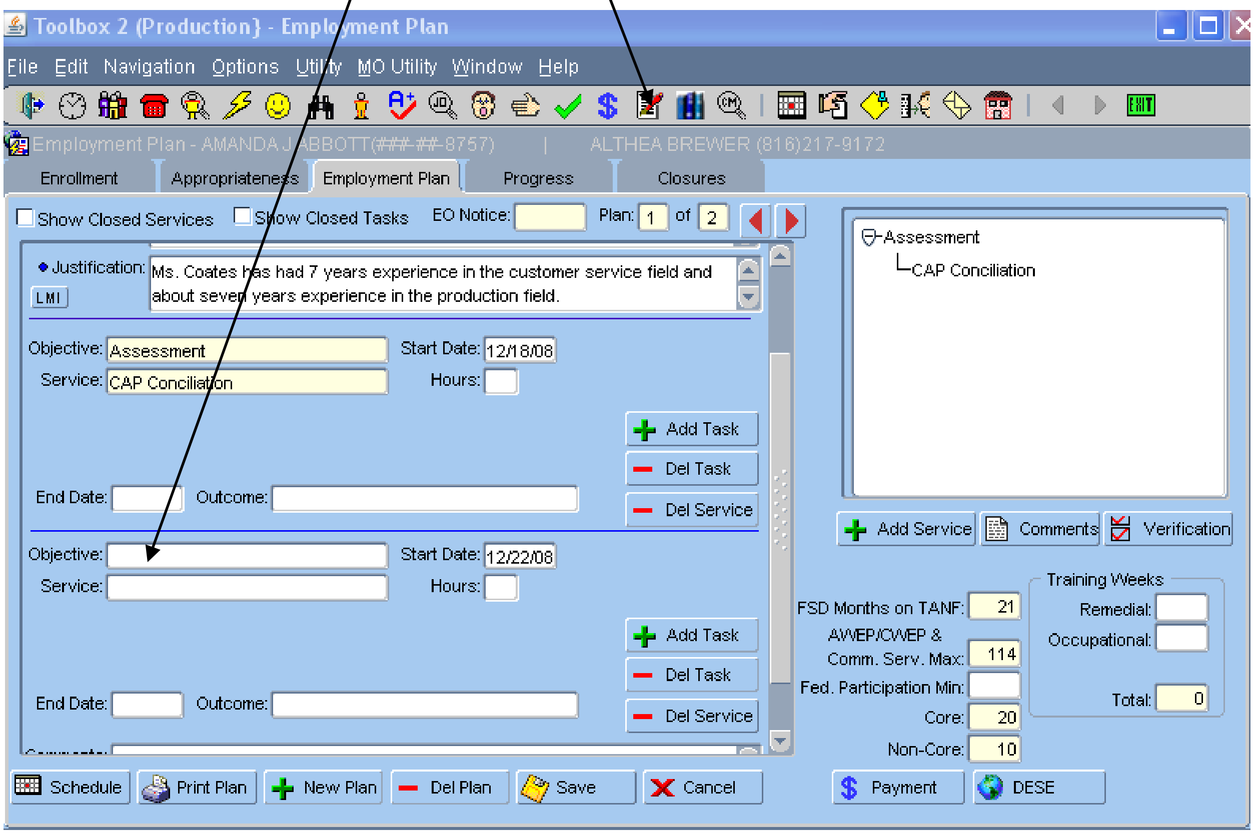
2. Complete the ‘Occupational Goals’ and ‘Educational Goals’.
3. Click ‘Save’.

4. Verify the 'Complied with Immediate Engagement' alert wrote to the 'Seeker Histories', 'Seeker Services'.



Adding Services (Activities)

1. Click on the 'Employment Plan/Enrollment' icon,
2. Double click on the 'Objective' (or F2).

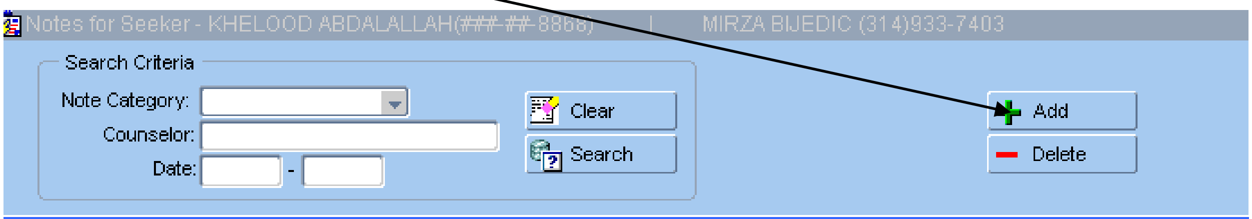


3. Choose the 'Objective' and 'Service'.
4. Enter the 'Start Date' and expected 'Hours'.
5. Enter the 'Actual Start Date when obtained.

Entering Case Notes:

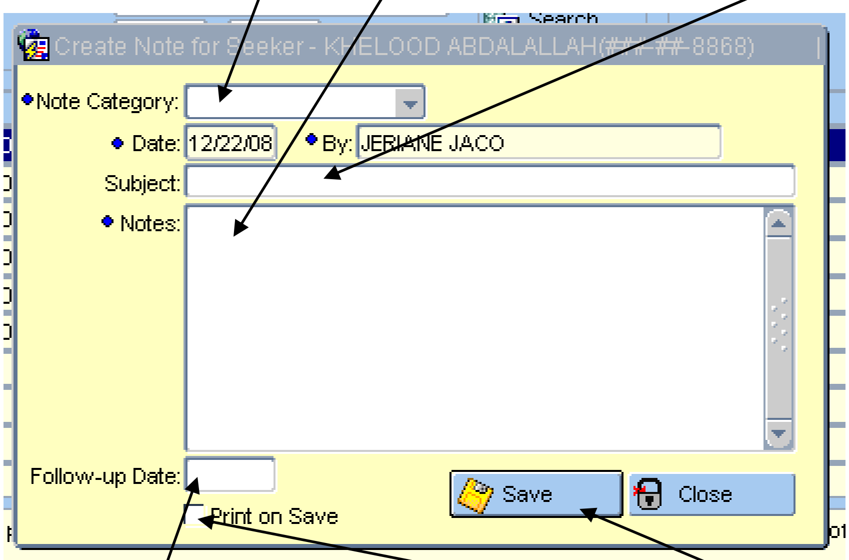
1. Click on the 'Notes' icon.

2. Click the 'Add' button.



3. Select the appropriate 'Note Category' drop down menu item.

4. Type the appropriate information in the 'Subject' field and enter 'Notes'.



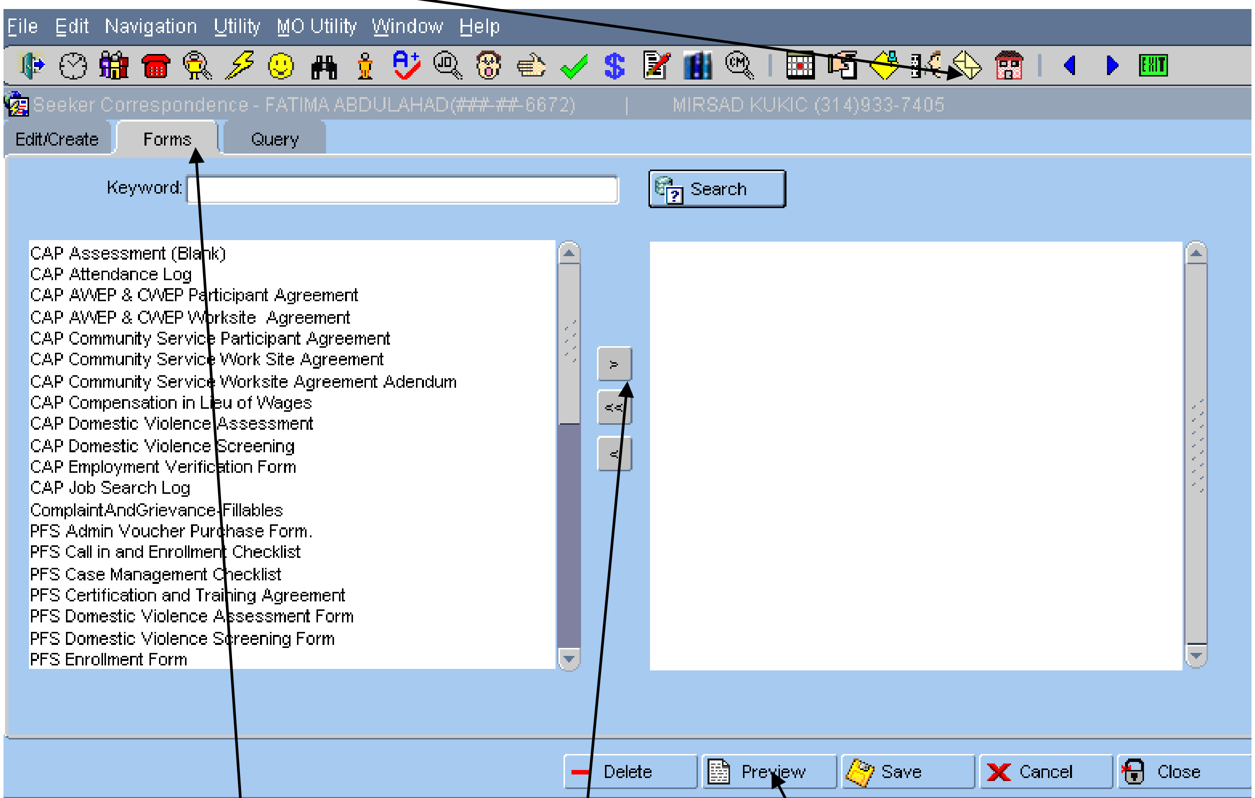
5. Enter 'Follow-up Date' if appropriate.

6. If you want a hard copy for the record click to select the 'Print on Save'.

7. Click the 'Save' button.

Locating Forms through the 'Correspondence' icon:

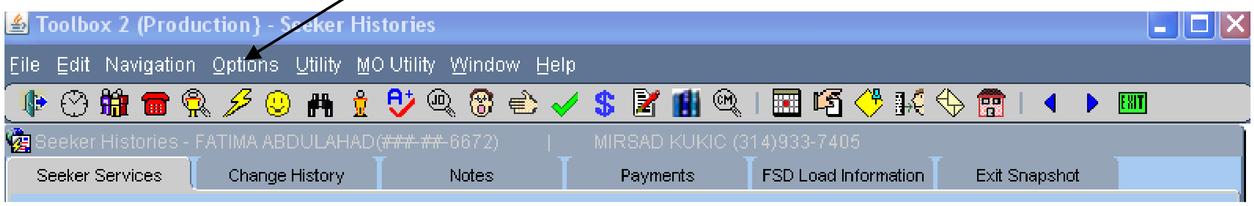
1. You must be in a record.
2. Click on the 'Correspondence' icon.



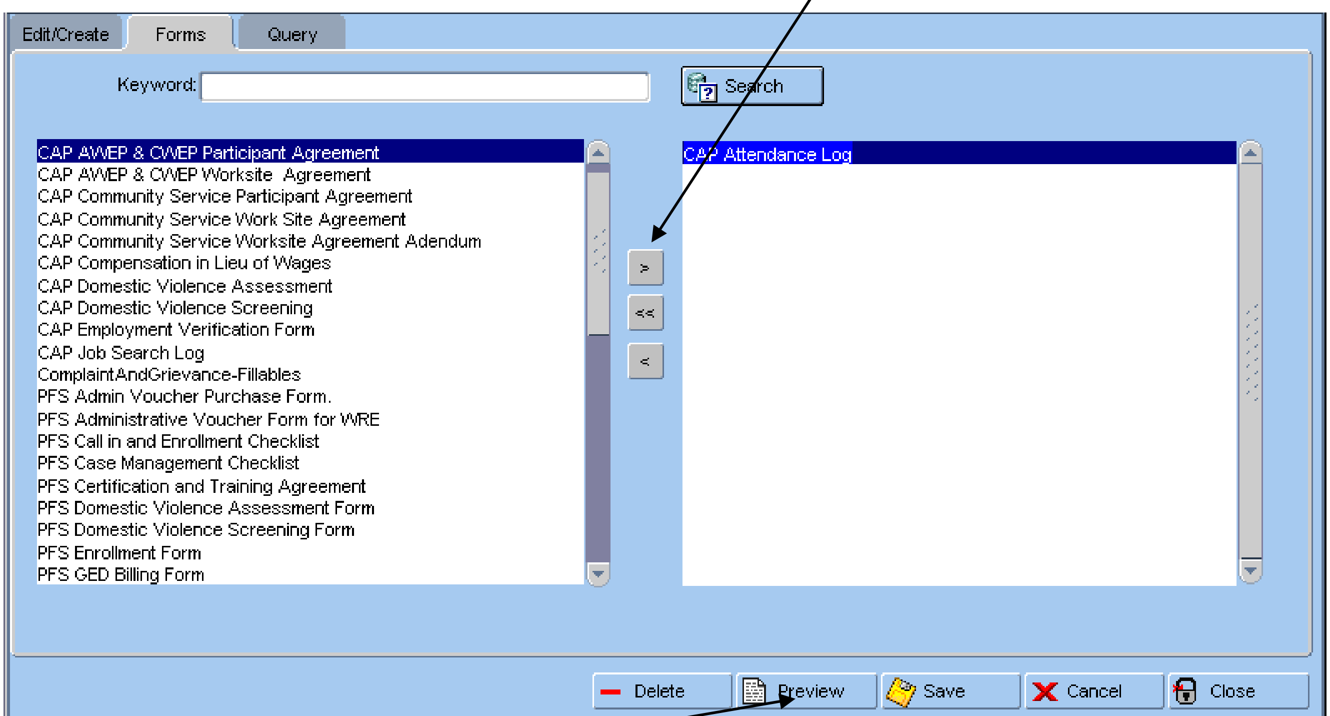
3. Select the 'Forms' tab.
4. Click on the appropriate form and the "arrow".
5. Click 'Preview' to print.

Locating Forms through 'Options':

1. Click on the 'Options' menu and 'Forms Manager'.



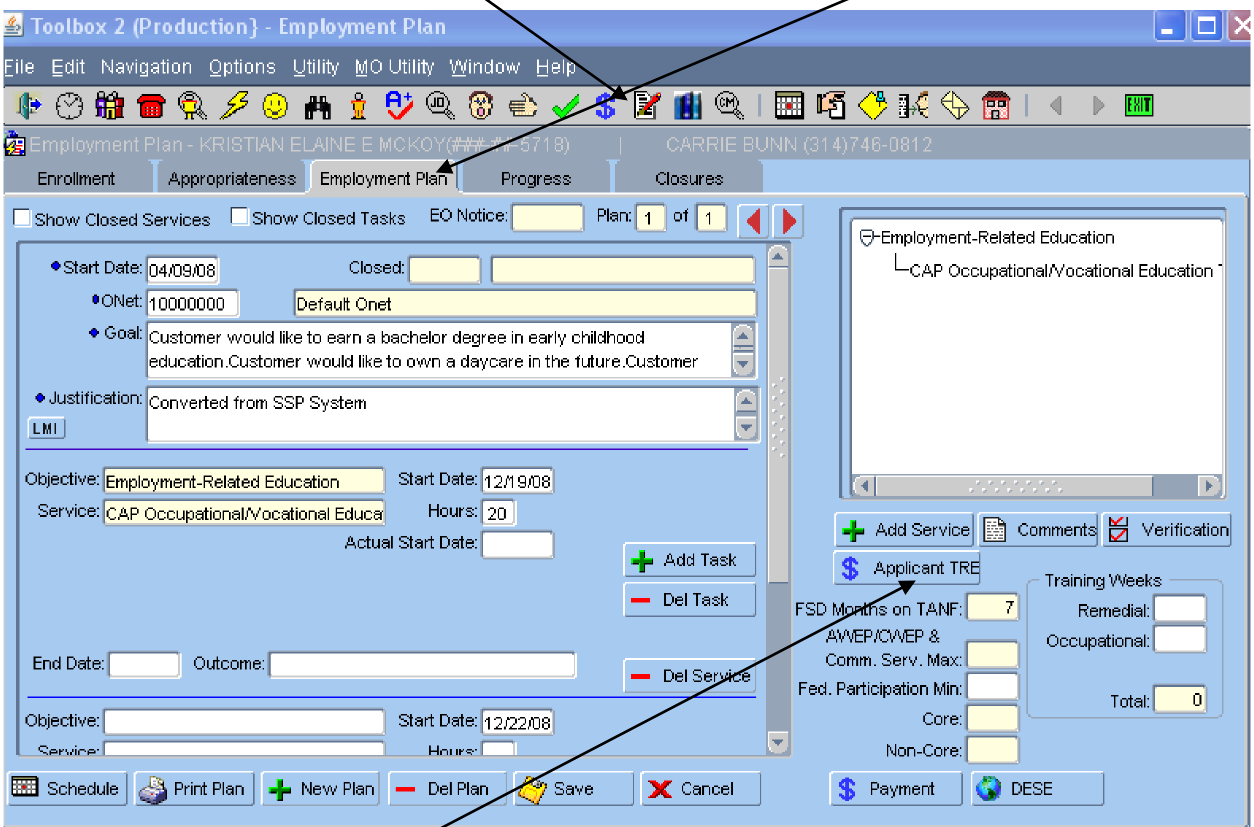
2. Click on the appropriate form and the "arrow".



3. Click 'Preview' to print.

Authorizing Applicant TRE:

1. Click on the 'Employment Plan/Enrollment' icon, 'Employment Plan' tab.



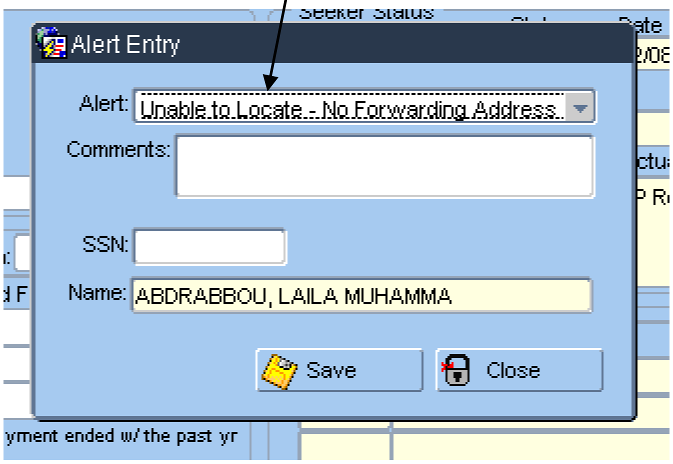
2. Click on the 'Applicant TRE' button.

5. Click 'OK' on the following screen.

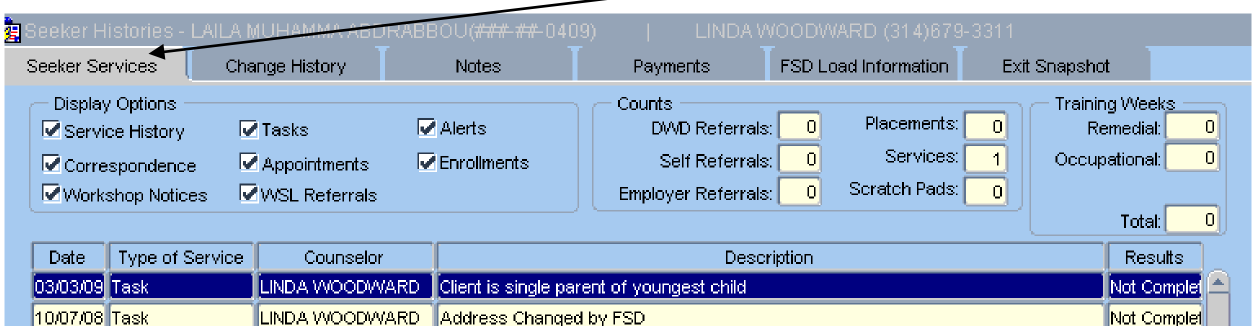
Sending an Alert:

1. Click the 'Options' and Seeker Alerts.

2. Select the appropriate alert from the drop-down menu.



3. Verify the alert writes to the 'Seeker Histories', 'Seeker Services'.



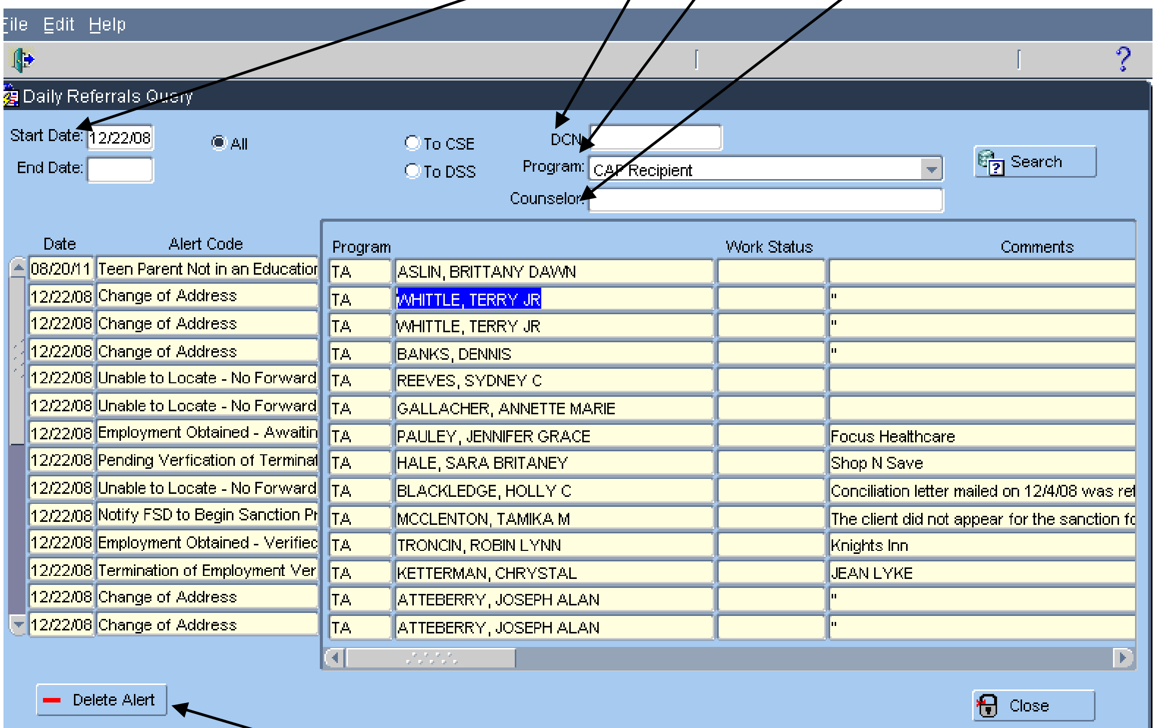
Deleting Alerts from 'Daily Referrals Query':

An alert can be deleted up to 4:00 pm the same day it is sent by the designated CAP supervisor (which is typically the CAP coordinator for the region).

1. Select 'MO Utility' and 'Alerts Review'.

2. This will bring up the "Daily Referrals Query" screen.

3. Bring up the appropriate referral by the date, DCN, Program or Counselor criteria.



4. Select the appropriate alert.

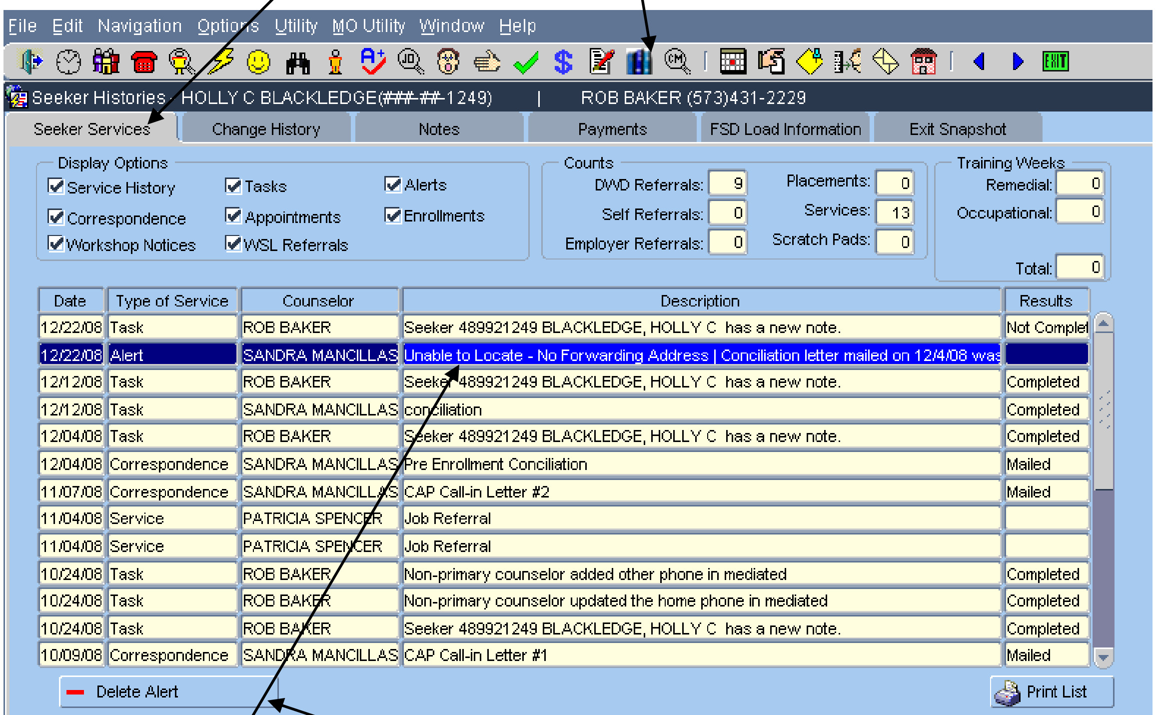
5. Click on the 'Delete Alert' button.

Deleting Alerts from ‘Seeker Histories’:

An alert can be deleted up to 4:00 pm the same day it is sent by the designated CAP supervisor (which is typically the CAP coordinator for the region).

1. Select ‘Seeker Histories’

2. Select the ‘Seeker Services’ tab.



3. Click on the alert and click ‘Delete Alert’.